M e m o r a n d u m

To   :   **CLAS Customers**   Date: December 2, 2002

From :   State Controller's Office
           Ron Hutcheson, Manager
           Customer Support Section

Subject: 2002 CUSTOMER SATISFACTION SURVEY RESULTS

The State Controller's Office, Personnel/Payroll Services Division, has completed the 2002 California Leave Accounting System (CLAS) Customer Satisfaction Survey and is pleased to share the results. This survey focused on how well the CLAS is satisfying customer needs in specific areas of Program Performance, Professionalism, Communication, and Training.

The last CLAS Customer Satisfaction Survey was conducted in October 2000. The 2002 survey contained the same questions used in 2000, to provide for a comparison between both surveys. The 2002 survey was sent to 135 Civil Service Transactions Supervisors and 19 California State University Payroll Managers. Whereas the 2000 survey response rate was an acceptable 65 percent, the 2002 had an exceptional response rate of 86 percent (132 surveys returned). This outstanding rate clearly indicates that you, our customers, feel your input is valued and has/will be used to implement improvements that enhance our service level.

The attached provides 2002 versus 2000 Customer Satisfaction Survey result comparisons, and 2002 survey results by each of the four categories, including a sampling of survey write-in comments/suggestions. Our overall 2002 customer satisfaction rating of 97.5 percent reflects a 1.5 percent decrease over our 2000 survey rating of 99 percent. This decline is partially attributed to concern involving our ability to provide CLAS training outside of the Sacramento area.

The 2002 survey results and related comments/suggestions provide an excellent tool for identifying and implementing CLAS improvement opportunities. While we will review and evaluate all survey ratings and comments/suggestions, our focus will be directed to improving the training services offered.

Your time and effort in participating in this year's survey is greatly appreciated. Please remember that our focus is on you, our customers, and you input has provided us with areas where we can enhance our customer service level. Should you have any questions regarding the survey, please contact me at (916) 445-6983, or via email at rhutcheson@sco.ca.gov.

Thank you.

RH:jh

STATE CONTROLLER'S OFFICE
CALIFORNIA LEAVE ACCOUNTING SYSTEM
2002 vs. 2000 CUSTOMER SATISFACTION SURVEY
COMPARISON REPORT

Rating	2002	2000	Difference
Overall Satisfaction	97.5%	99.0%	(1.5%)

Satisfaction Level	2002	2000	Difference
Very Satisfied	46.9%	54.3%	(7.4%)
Satisfied	50.6%	44.7%	5.9%
Dissatisfied	2.4%	1.0%	1.4%
Very Dissatisfied	0.1%	0.0%	0.1%

Category	2002	2000	Difference
Program Performance	97.2%	97.2%	0.0%
Professionalism	98.9%	99.0%	(0.1%)
Communication	97.4%	97.2%	0.2%
Training	96.4%	96.8%	(0.4%)

STATE CONTROLLER'S OFFICE
CALIFORNIA LEAVE ACCOUNTING SYSTEM
2002 CUSTOMER SATISFACTION SURVEY

Program Performance	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Overall Results	42.0%	55.2%	2.7%	0.1%
Ease of Use	49.6%	50.4%	0.0%	0.0%
Ease of Inputting Monthly Attendance	50.8%	49.2%	0.0%	0.0%
Employment History Interface	38.7%	59.7%	1.6%	0.0%
Benefits Tracked	46.8%	49.2%	4.0%	0.0%
CLAS Monthly Accrual Process	52.3%	43.9%	3.8%	0.0%
Recalculation of Balances	52.8%	46.4%	0.8%	0.0%
Earnings Statement Leave Information	39.5%	57.4%	3.1%	0.0%
Employee Statement of Leave Info	36.8%	60.0%	3.2%	0.0%
Leave Activities and Balances Report	41.1%	51.6%	6.5%	0.8%
CTO Aging Report	34.3%	60.8%	4.9%	0.0%
Benefit over Max Report	34.2%	63.1%	2.7%	0.0%
Data Accuracy	46.4%	52.0%	1.6%	0.0%
ViewDirect	31.3%	68.7%	0.0%	0.0%
Leave Message System	33.6%	61.9%	3.6%	0.9%

SAMPLE OF PROGRAM PERFORMANCE WRITE-IN COMMENTS

- Wish we could receive LAB earlier in the month.
- Leave messages could be updated with easier or clearer instruction on screen instead of manual.
- Leave Benefit information on Statement of Earnings confuses employees because it's a month behind.
- Would like to see state service balances on Statement of Earnings. Would like to receive the LAB earlier than we have been.
- Make deleting leave [error] messages simpler.
- Request ATO & FMLA & JD not show on earnings statement. Employees view these items as hours available for use.
- Be more timely on posting the accruals.
- Training on reports (how to run them).
- The balances printed on checks seem outdated.
- Sometimes the messages are confusing (the message will tell you what is wrong but not always a way to fix it).
- If only it were simpler to accommodate multiple positions. System doesn't track multiple (split) positions.

STATE CONTROLLER'S OFFICE
CALIFORNIA LEAVE ACCOUNTING SYSTEM
2002 CUSTOMER SATISFACTION SURVEY

Professionalism	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Overall Results	69.8%	29.1%	1.1%	0.0%
Program Expertise	63.7%	36.3%	0.0%	0.0%
Liaison Unit Responsiveness	68.8%	29.6%	1.6%	0.0%
Courteousness	76.8%	21.6%	1.6%	0.0%

SAMPLE OF PROFESSIONALISM WRITE-IN COMMENTS

- All staff has been VERY helpful, kind, courteous, patient and understanding.
- We are told to look information up in CLAS Manual. I think Liaison should walk staff through the problem instead of telling them to look it up in the book. The directions can be very confusing & involved. Staff does not feel comfortable calling Liaison Unit.
- When needed, staff is assisted immediately.
- Very nice and intelligent "customer service" people!
- Anytime I call for assistance, the liaison staff is always very professional, very courteous, and always very punctual on getting back to me with my concerns or problems that I need help with.
- They [Liaison] always treat us with respect.
- Improvement needed in the response time.
- Everyone does a GREAT JOB helping me and answering my questions, regardless of how small or my lack of knowledge. Thank you everyone!
- This [liaison] unit has been very knowledgeable and extremely helpful in solving some of my problems.
- Staff is very helpful. Staff will also walk you through the transaction to assure accuracy.
- Throughout my years of experience with CLAS, contacts made with all representatives have been made with courtesy and professionalism.

STATE CONTROLLER'S OFFICE
CALIFORNIA LEAVE ACCOUNTING SYSTEM
2002 CUSTOMER SATISFACTION SURVEY

Communication	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Overall Results	45.0%	52.4%	2.6%	0.0%
CLAS Web Site	40.0%	60.0%	0.0%	0.0%
CLAS Manual	36.8%	59.2%	4.0%	0.0%
CLAS Manual Revision Process	30.7%	64.9%	4.4%	0.0%
CLAS Workbook	33.3%	61.6%	5.1%	0.0%
Liaison Unit Support	66.7%	33.3%	0.0%	0.0%
Special Requests for Assistance	62.8%	35.1%	2.1%	0.0%

SAMPLE OF COMMUNICATION WRITE-IN COMMENTS

- I don't think we have been receiving Manual updates. Several staff do not have access to web site.
- Didn't realize there was a CLAS web site.
- CLAS Web site is easy to get to. CLAS manual is very informative and examples that you can follow to process your daily transactions.
- One suggestion, could you have an icon for CLAS Manual revision on your web site? Revisions are currently done by CLAS letters and I think maybe this might [help] with the revision process.
- Manual not user friendly.
- I wasn't aware of the CLAS web site, but the CLAS manual and also the workbook have been helpful.
- CLAS liaison unit is extremely helpful, and the workbook is a tool we commonly refer to for answers. We have never visited the CLAS web site but plan to do so now.
- I appreciate the assistance provided when special requests are made. The thoroughness and return phone calls are always complete.
- On-line manuals wonderful. Thanks.

STATE CONTROLLER'S OFFICE
CALIFORNIA LEAVE ACCOUNTING SYSTEM
2002 CUSTOMER SATISFACTION SURVEY

Training	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Overall Results	44.3%	52.1%	2.7%	0.9%
CLAS 3 Day Initial Training Course	50.9%	44.6%	3.6%	0.9%
CLAS Refresher Course	43.7%	56.3%	0.0%	0.0%
Special Training Received at Your Worksite	38.9%	55.5%	2.8%	2.8%
On-Site Consultation	43.5%	52.2%	4.3%	0.0%

SAMPLE OF TRAINING WRITE-IN COMMENTS

- Haven't been to training in a very long time, I recall the Initial Training to be very good.
- I would like to see on-site consultation at least once a year. CLAS capability increases but we don't use because we haven't received proper training.
- Trainer was very professional, the class well-presented and easy to grasp. Training materials were well thought out.
- Difficult to get initial training course.
- Your trainers are excellent! They are so nice and so patient!
- We would like a consultant to come to our department for training/refreshers.
- Most training is received by fellow technicians when duties were reassigned in our office.
- Did not attend training. Knowledge of CLAS was obtained from previous employer (CS) many years ago. Although there was a four year lapse in using CLAS, I was able to remember the system and its procedures.
- When I went to training I was completely new and had no exposure to the system beforehand; it was hard to grasp the concepts and terminology there. I think everyone needs some on-site training or exposure before going to get this training.
- We haven't had any training as we don't have travel budgets.

CLAS ENHANCEMENT SUGGESTIONS

SCREENS

- Universal screen - shows all usage for month on one screen. Accruals for semi- monthly intermittents run prior to end of pay period - should run after.
- Need more codes like "use in lieu of vacation, holiday", etc.
- Toggle between leave benefit screens.
- Usage keying on one screen. Error message to show as they occur.
- Specific month and year all leave used & earned on one screen.

FUNCTIONALITY

- It would be great to have access to view other campuses CLAS to be able to verify state service.
- Would like program capable of CLAS able to handle more than one position number. Eliminate non-standard so that employees in multiple positions can have leave accounting posted to each position.
- Messages when employees are deleted for transfer to another CSU (better system in general). Some coordination/communication between PIMS & CLAS with position changes.
- Add a user key for "Official Business" or "State Business". Be able to use B10 and see the beginning balances for prior month.
- When employee retires have calculator or system run out balances and accruals for lump sum payment.
- Easier way to transfer Vacation/Sick Leave to Annual Leave, especially if it was retroactive.
- Need codes to differentiate between approved dock and unapproved dock.
- When keying from 672, have a notification (instant) that employee has insufficient leave balances.
- Track Family Leave Crisis (20 hours maximum). System would not allow you to use additional hours of leave (i.e., Bereavement Leave when maximum has already been used). Tickler function for Permanent Intermittents (SISA, MSA, PERS, Range change ER).
- Simplify keying of Catastrophic Leave donating and receiving (i.e., 44 & 45 code). When employees have prior state service months restored and employee now in different and higher earnings category, automatically correct the retroactivity to the new higher earnings rate. Reset the Dock and FMLA category to zero each calendar year.
- A comment section.
- Seniority points - automatic accrual.
- Limit access to employee record by agency/unit for attendance clerks. Track Permanent Intermittents/Students toward calculation of benefits: maximum hours.
- Accommodate Lecturer class employees (multiple positions). On-site training at a southern location. Expand example guide and add a training module to the guide - would like to see it more like a window format.

PROCESSES

- System should not allow accrual amounts over maximum of 16 hours per month. If we don't manually monitor those in split positions they can accrue over maximum.

- Push deadline date for PIP keying further into month.
- It would be great if the system automatically voided transactions posted due to PAR processing.
- Shorter time span in system leave eligibility. Improvement in posting accruals when employee on NDI.

REPORTS

- Would like to see the LAB report on smaller paper.
- On-line CTO aging report (add to View Direct). Leave Message System info on CLAS Main Menu, and/or add button to directly connect to CLAS references on web site and add button to the reference menu (see attached sample).
- Indicate the word "used" after the usage-only benefits on the earning statements, such as: FMLA 480 used. This would make it clear for the employee.
- Access a 640 State Pay Period Calendar so leave can be reviewed for use. Automate everything possible. A message on Statement of Earnings to correct all errors promptly - employee's responsibility.
- Have system continue to CEA benefits of State Service. Develop more intermittent reports - time towards retirement qualified, etc. Develop a report to track range change due dates.
- CLAS is pretty awesome as is. Add news items that need to be tracked as needed.

TRAINING

- Provide more training options - hard to schedule!
- Provide special training for new CLAS capabilities. Don't refer staff to manual - explain to staff how to handle their problem.
- Workbook needs to be more used friendly. Once FMLA is keyed in VA or SL it should post to FMLA automatically.
- Would like the manual to include a step-by-step process to fix error.